S.no	RFP section/clause And Page No. of RFP	Page No.	Technical Specification or terms and conditions in the Tender document	Bidder Query	IFTAS Response
1	3.1 Obligations of successful Bidder	6	d. In case the Bidder is not able to deliver the complete solution within the specified timelines and/or operate the solution, as committed by the Bidder in this bid, the Bidder shall be liable to pay a sum of money, equal to the TCO amount, to IFTAS urgently.	Request IFTAS to remove this clause or Limit this laibility upto the total payment released by IFTAS for this project.	As per RFP
2	3.1 Obligations of successful Bidder	6	f. Changes to the set up should be carried out by the successful Bidder as per IFTAS requirements.	Request IFTAS to specify the requirements and remove this clause as this scope is unlimited/infinite.	The changes related to Proposed solution shall be performed by successful bidder.
3		6	In case the Bidder is not able to deliver the complete solution within the specified timelines and/or operate the solution, as committed by the Bidder in this bid, the Bidder shall be liable to pay a sum of money, equal to the TCO amount, to IFTAS urgently.	Request to remove this clause as already there are Penalties mentioned in the RFP on timlelines/Uptime	As per RFP
4	Page 6, Section 3 General Guidelines, 3.1 Obligations of successful Bidder	6	b. The successful Bidder shall deploy their own computing resources for implementing system.	Request IFTAS to clarify whether the computing resources shall be provided by IFTAS or shall be bidder responsibility.	The Bidder shall list the pre-requisite of Compute, Storage, Standard Operating System, and Database which will be provided by IFTAS to run the Solution.
5	Page 6, Section 3.1, Clause d	6	In case the Bidder is not able to deliver the complete solution within the specified timelines and/or operate the solution, as committed by the Bidder in this bid, the Bidder shall be liable to pay a sum of money, equal to the TCO amount, to IFTAS urgently.	Suggest this abbreviation to be defined, TCO, as the full form is not mentioned in the entire RFP document	TCO - Total Cost of Ownership

6	Page 6, Section 3.1 Obligations of successful Bidder , Clause d	6	In case the Bidder is not able to deliver the complete solution within the specified timelines and/or operate the solution, as committed by the Bidder in this bid, the Bidder shall be liable to pay a sum of money, equal to the TCO amount, to IFTAS urgently.	1) Bidder suggest IFTAS to remove this clause or mutually discuss on the timelines. 2) There is a clause (13.4) related to penalty during project implementation where there is penalties mentioned for per week delay with capping of 2 %. Hence, bidder want IFTAS to confirm which penalty clauses is applicable from both.	As per RFP
7	Page 6, Section 3.1 Obligations of successful Bidder , Clause f	6	Changes to the set up should be carried out by the successful Bidder as per IFTAS requirements.	Bidder want IFTAS to confirm what all changes are required.	The changes related to Proposed solution shall be performed by successful bidder.
8	3.2 Definition of Terms	7	x. “Contract Period” means the period of 5 years from the date of completion of audit, validation & certification by all the OEMs for their respective products, constituting the solutions. Start date for the contract period will be the date on which certifications from all OEMs are submitted by the bidder.	Request IFTAS to consider this clause as “Contract Period” means the period of 5 years from the date of completion of audit, validation & certification by all the OEMs for their respective products, constituting the solutions. Start date for the contract period will be the date on which certifications from all OEMs are submitted by the bidder or 90 Days from the date of delivery of product / usage of license which ever is earlier" .	As per RFP
9	Page 8, Section 3.2 Definition of Terms, Clause xxii	8	Support" means the 24x7 support which shall handle Change Management and resolution of Fault/incident Reporting, Trouble Ticketing, and related enquiries during the contracted period.	IFTAS to confirm whether 24*7 support is required or 8*5 support as support definition says 24*7 while in some other point in RFP the same is written as 8*5	Bidder Expect to Provide 24*7 online Support and onsite support.

10	Page 10, Section 4 Correction of Errors	10	Correction of errors in bids will be treated as follows: a) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall prevail; and b)Where there is a discrepancy between the part-wise quoted amounts and the total quoted amount, the part-wise rate will prevail. c) If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis will prevail. d)If there is a discrepancy between the unit price and total price, the unit price will prevail for calculation of the total price. e)If there is a discrepancy in the total, the correct total will be arrived at by IFTAS.	Bidder suggest that correction of errors must discussed mutually between bidder and IFTAS	As per RFP
11	7 Project Milestones	11	4.Hardware Component delivery (Wherever applicable)--Within 6 - 8 weeks from the date of the PO	Reqeust IFTAS to provide atleast 16 Weeks from Po date for the Hardware Delivery as OEM's are taking this much time to avail the Hardware due to " Global Chip Shortage"	Applicable only for Hardware appliance solution.
12	5 Scope of Work	11	The Solution shall be for 1000 Endpoint devices (Desktop, Laptop, Printer, and other endpoint devices with IP addresses), Which shall be scalable to 2000 devices as per IFTAS requirements.	Kindly confirm the number of user machines like laptop, desktop and mobiles	Desktop & Laptop = 500 Other EndPoints = 500
13	5 Scope of Work	11	Bidder shall provide OEM training (preferably onsite) to IFTAS team (for 20 persons) through authorized OEM partners for products and technology being implemented as defined in RFP.	Please confirm the number of IFTAS Team members as the Numbers in scope and commercial bid format are not matching	Please read this as Training for 20 IFTAS Staff and submit the commercial bid appropriately

Classification | INTERNAL

14	Scope of Work	11	The Solution must have a instance running at Primary Datacentre and another at DR Datacentre site, the RTO of the solution shall be 30 Min	RTO will be mostly dependent upon Connectivity Link,Though Solution will be in HA. Hence requesting to remove this clause	As per RFP
15	5 Scope of work - poi	11	The Solution shall be for 1000 Endpoint devices (Desktop, Laptop, Printer, and other endpoint devices with IP addresses), Which shall be scalable to 2000 devices as per IFTAS requirements.	Our Understanding is that IFTAS will provide the underlying infrastructure, hypervisor, VM. Kindly confirm	The Bidder shall list the pre-requisite of Compute, Storage, Standard Operating System, and Database which will be provided by IFTAS to run the Solution.
16	5 Scope of work - poi	11	The Solution shall be for 1000 Endpoint devices (Desktop, Laptop, Printer, and other endpoint devices with IP addresses), Which shall be scalable to 2000 devices as per IFTAS requirements.	Our Understanding is that the solution needs to be sized for 2000 devices from day 1. Please confirm	1000 Endpoint from Day 1, Scalability cost to be provided in Annexure - III
17	5. Scope of work - point g	11	The solution shall be integrated with existing Anti-virus, EDR, Windows AD environment, Patching Solution and SIEM solution.	Please share the details AV, EDR, Patch and SIEM solution (OEM , model no, version details)	AV /EDR - TrendMIcro and Checkpint Patching Solution - ManageEngine
18	5. Scope of work - point h	11	Execute User Acceptance Test (UAT) for the proposed solution- shall be tested for minimum 4 machines per department.	Kindly confirm the no of departments to be considered for UAT	10 Departments
19	Page 11, Section 5- Scope of Work, Clause c	11	c) The Solution shall be for 1000 Endpoint devices (Desktop, Laptop, Printer, and other endpoint devices with IP addresses), Which shall be scalable to 2000 devices as per IFTAS requirements	Request IFTAS to clarify the entire existing infra details i.e. type of endpoints that are being stated in the clause. Also request IFTAS to share the details of network devices types in detail, please clarify the type of `network switches i.e. L2 or L3 switches.	Desktop & Laptop = 500 Other EndPoints = 500 Network Device OEM = Alcatel,Cisco & Juniper
20	Page 11, Section 5- Scope of Work, Clause f	11	Bidder shall provide OEM training (preferably onsite) to IFTAS team (for 20 persons) through authorized OEM partners for products and technology being implemented as defined in RFP	Request IFTAS to clarify whether the training to be conducted o 10 or 20 persons as in commercials bid format reflect to share the commercials for training cost for 10 persons.	Please read commercials as 20 IFTAS Staff Training

21	Page 11, Section 5- Scope of Work, Clause g	11	The solution shall be integrated with existing Anti-virus, EDR, Windows AD environment, Patching Solution and SIEM solution.	Request IFTAS to clarify on type of integration required with existing applications.	To ensure that functionality asked in the RFP are Implemented and Integrating with proposed solution.
22	Page 11, Section 5 Scope of Work, Clause g	11	g) The solution shall be integrated with existing Anti-virus, EDR, Windows AD environment, Patching Solution and SIEM solution.	IFTAS to confirm where to provide commercial for integration in commercial bid format as this is not part of commercial bid format	Refer Annexure - III: Commercial Bid Format "Serial Number 4"
23	Page 11, Section 7 Project Milestones	11	Project Milestones	IFTAS to provide confirmation which table to be refer for project timelines as per RFP. Clause no. 7 has different timelines in comparison to Clause 13.4. Refer Project timeline sheet of the RFP	Refer Clause 13.4
24	Eligibility Criteria	12	Bidder shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer is preferred. Documentation: Details of the projects and the PO to be submitted along with the technical bid.	We request you to please ammend the clause as shared below: 4. Bidder/OEM shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer is preferred. Documentation: Details of the projects and the PO to be submitted along with the technical bid.	As per RFP
25	8 Eligibility Criteria , Clause 3	12	Partner certificate copy shall be enclosed. A copy of MOU / Agreement between OEM and the bidder shall be enclosed	We propose to delete " A copy of MOU / Agreement between OEM and the bidder shall be enclosed" as agreements and MOU are part of confidential information which one needs to adhere to. Bidder will be able to submit the partnership certificate / Letter from OEM as documental proof towords this clause. Please confirm the acceptance.	As per RFP

26	Eligibility Critaria	12	Bidder shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer is preferred.	Details of the projects and the PO to be submitted along with the technical bid - Requesting to keep only the PO copy for reference as due to the requirement of PSU customer the project is ongoing and the project completion certificate cannot be provided however we can provide the Reference PO copies for the same.	As per RFP
27	Eligible Criteria	12	Bidder shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer is preferred.	Please consider, **Bidder/OEM** shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer is preferred.	As per RFP
28	Eligible Criteria	12	The bidder shall have highest level of Partnership with the OEM for all the primary components of the solution as determined by IFTAS	Please consider Registered level of Partnership with the OEM for all the primary components of the solution as determined by IFTAS	As per RFP
29	Page 12, Section 8, Clause 4 Eligibility Criteria	12	Bidder shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer is preferred	Request IFTAS to please amend the clause as "Bidder/OEM shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer is preferred".	As per RFP
30	9.2 Technical Evaluation Matrix	13	Experience of a Bidder in implementing similar projects.--Number of projects implemented.--Maximum Score--15	Hope , each reference will carry 5 marks. Please confirm	As per RFP
31	Page 13, Section 9.1 Evaluation Process , Clause f	13	In the commercial evaluation phase, the lowest commercial Bidder (L1) will be identified. Based on the guidance by the Committee, IFTAS may negotiate with L2 and L3 Bidders also.	Bidder suggest that there should not be further round of negotiation after declaring L1 bidder	As per RFP

32	11 Warranties and Support	14	a. Bidder shall provide the license on Subscription or Perpetual License. b. IFTAS, initial Support & contract period would be for 5 years, in-case of perpetual license warranty would be for 3 years and 2 years AMC. Any escalation / increase in the cost will be calculated based on RBI Indexation formula. Warranty will commence from the date of complete acceptance of the proposed solution by IFTAS across all the sites.	Request IFTAS to confirm the warranty and AMC/ATS period in case of subscription based license. Hope the same will be on yearly basis.	As per RFP
33	11 Warranties and Support	14	Warranty will commence from the date of complete acceptance of the proposed solution by IFTAS across all the sites.	Request IFTAS to consider this clause as :- Warranty will commence from the date of complete acceptance of the proposed solution by IFTAS across all the sites or 90 Days from the date of delivery of product / usage of license which ever is earlier"	As per RFP
34	11 Warranties and Support	14	iv.If the deliverable(s) is declared End of Life (EOL) or End of Support anytime during the contract period, the successful Bidder shall forthwith replace the equipment at no additional cost to IFTAS, post seeking approval from IFTAS in writing.	Request IFTAS to consider this clause as :- "If the deliverable(s) is **reached** End of Life (EOL) or End of Support anytime during the contract period, the successful Bidder shall forthwith replace the equipment at no additional cost to IFTAS, post seeking approval from IFTAS in writing." OEM will declare the " Life (EOL) or End of Support" dated well in advance.	As per RFP
35	9.2 Technical Evaluation Matrix - Point 3	14	Independent Evaluators Report	Kindly confirm which specific report needs to be submitted for evaluation	No Report Expected from bidder, IFTAS team will do the Research on Independent Evaluation Report
36	9.2 Technical Evaluation Matrix - Point 3	14	Market Review and Feedback	Kindly confirm which specific report needs to be submitted for evaluation	No Report Expected from bidder, IFTAS team will do the Research on Independent Evaluation Report

37	Page 14, Section 11 Warranties and Support , Clause b	14	Warranty will commence from the date of complete acceptance of the proposed solution by IFTAS across all the sites.	Bidder suggest to amend the clause from complete acceptance to delivery of Hardware and Software	As per RFP
38	11 Warranties and Support	15	e. The successful bidder shall provide 8 X 5 support during the warranty period, ensuring the accepted level of performance as specified in “Service Level Agreement”.	Onsite support will be required only if the issue is not resolved remotely. Is our understanding correct? Bidder doesn't have to provide full time onsite resource in this project, right?	As per RFP
39		15	The Bidder certifies that they had not supplied/is not supplying similar products/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU or any other entity and if it is found at any stage that similar products/systems or sub systems were supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or any other entity at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to IFTAS, if the contract has already been concluded. Bidder shall submit the PO issued for the same / similar solution/ device to any PSU/ Govt. Authority / other entity without names to substantiate the Fall Clause.	Request to remove this clause as the prices depends on many factors like change in prices from the OEM side/dollar fluctuation etc	As per RFP

40	Page 15, Section 11 Warranties and Support, Clause d	15	d. Bidder agrees that during the tenure of the contract, should there be any new release of features or upgrades, the same shall be implemented in the solution without any additional cost.	Bidder recommends that any features or upgrades in future course of action will have additional cost to IFTAS	As per RFP
41	Page 15, Section 11 Warranties and Support, Clause g(i)	15	g. I. The Total environment, emerging from integration of the proposed solution with existing environment, represents a complete, integrated solution meeting IFTAS requirements as detailed in the signed contract, (including this RFP), and shall provide for meeting the stipulated service levels and the performance set forth therein. The Bidder shall accept responsibility for the overall integration in accordance with the requirements.	Request IFTAS to clarify on this clause in detail whether the integration shall be bidder responsibility or not. If integration shall be bidders responsibility then IFTAS shall support bidder for coordination with other existing solutions vendors/OEM's for smooth integration of NAC.	As per RFP
42	Page 16, Section 12 AMC Support, Clause C	16	c. The comprehensive Annual Maintenance Contract (AMC) is a post warranty hardware support for the Contract Period usually on the lines of a warranty support, etc. Under AMC, the Bidder shall provide comprehensive support for hardware of the proposed solution at all the locations of IFTAS covering the equipment supplied for the project	Request IFTAS to clarify this clause whether the hardware shall be provided by IFTAS or by bidder as part of solution. If the hardware is provided by IFTAS request IFTAS to remove this clause as AMC cannot be provided by bidder post hardware warranty.	Refer Annexure - III: Commercial Bid Format
43	Page 16,Section 12, Clause I	16	l. The Bidder proposal shall support on 8 X 5 basis.	Request IFTAS to clarify to propose the type of support on 8*5 support. Please clarify whether IFTAS is looking for 8*5 onsite support with manpower deployed at both the sites or IFTAS is looking for 8*5 remote support.	Only Reactive onsite Support

44	Page 16, Section 12 AMC Support, Clause f	16	After the expiry of the warranty, IFTAS reserves the rights to enter into an AMC / ATS with the Bidder or any other solution provider, depending on the performance of the bidder.	Bidder want IFTAS to confirm if warranty is for 3 years - Will the AMC / ATC be charged to IFTAS from the expiry of initial 3 year warranty or bidder performance will be evaluated ? Whether this will be optional for 4th and 5th year in this case	As per RFP
45	Page 18, Section 13.2 SLA and Penalties	18	iii. The solution related minimum service expectation as a percentage of Business Utility is 99% to be calculated on Quarterly basis.	Bidder want IFTAS to confirm how the penalty will be levied in case of breach of SLA beyond 99 %	Refer Clause 13.5
46	13.5 Penalty for breach in SLA during Operations	19	Note: The total penalty amount in a year shall not exceed 5% of the TCO cost of the solution. The bidder shall pay the penalty within 45 days of receipt of communication therefor from IFTAS.	Request IFTAS to CAP All Penalties and Liquidated Damages as 10% of the contract value.	As per RFP
47	Page 19, Section 13.5 Penalty for breach in SLA during Operations	19	Note: The total penalty amount in a year shall not exceed 5% of the TCO cost of the solution.	Bidder want IFTAS to amend the total penalty to 2 % of ACV	As per RFP
48	14 Payment Terms and Conditions	20	Hardware / Software and Licenses--40% payment After delivery of hardware / software and licenses , 60% payment After successful implementation, configuration, and User Acceptance Test.	Request IFTAS to share the Hardware/ Software payment as " 60% payment After delivery of hardware / software and licenses & 40% payment on successful implementation, configuration, and User Acceptance Test."	As per RFP

49	15 Fall Clause:	20	The Bidder certifies that they had not supplied/is not supplying similar products/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU or any other entity and if it is found at any stage that similar products/systems or sub systems were supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or any other entity at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to IFTAS, if the contract has already been concluded.	Request IFTAS to remove this clause as scope and commercials terms of similar projects will be different and commercials also will change accordingly.	As per RFP
50	15 Fall Clause:	20	Bidder shall submit the PO issued for the same / similar solution/ device to any PSU/ Govt. Authority / other entity without names to substantiate the Fall Clause.	Request IFTAS to remove this clause as the relevent details of other customers can't be revealed due to the " Non-Disclosure Agreement " with this parties.	As per RFP
51	Payment Terms and Condition	20	Hardware / Software and Licenses payment	Request to provide 100% of the hardware / software payment after delivery	As per RFP
52	Page 20, Section 14 Payment Terms and Conditions	20	1. 60% payment After successful implementation, configuration, and User Acceptance Test 2. Onetime installation, implementation, training, and documentation charges 100% payment After successful installation and training and submission of documents.	IFTAS to release 100 % payment for HW / Software / licenses after delivery & 100 % of Installation charges can be paid after implementation of services	As per RFP

53	Page 20, Section 15	20	The Bidder certifies that they had not supplied/is not supplying similar products/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry /Department of the Government of India or PSU or any other entity and if it is found at any stage that similar products/systems or sub systems were supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or any other entity at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to IFTAS, if the contract has already been concluded. Bidder shall submit the PO issued for the same / similar solution/ device to any PSU/ Govt. Authority / other entity without names to substantiate the Fall Clause.	This is unreasonable to compare the prices of services delivered to other customers. The bidder signs agreement under different market conditions and which keeps on varying and therefore there is no such mechanism that can establish to have uniformity in the prices. This condition must be omitted from the RFP.	As per RFP

54	16 Limitation of Liability	21	Circumstances may arise where, because of any default directly attributable to the Bidder, IFTAS may be entitled to recover damages from the Bidder. Notwithstanding anything to the contrary mentioned herein, the aggregate of all such liabilities of the Bidder hereunder, whether in contract, torts or any other theories of law, irrespective of the cause, on account of which IFTAS is entitled to claim damages from the Bidder, shall only be limited to and shall in no event exceed the Total Project Cost.	We propose to amend the clause: Notwithstanding anything to the contrary mentioned herein, the aggregate of all such liabilities of the Bidder hereunder, whether in contract, torts or any other theories of law, irrespective of the cause, on account of which IFTAS is entitled to claim damages from the Bidder shall only be limited to and shall in no event exceed the Total Project Cost. Neither Party shall be liable to the other Party for loss of profit, loss of any contract or for any indirect or consequential loss or damage which may be suffered by the other Party regarding this Tender.	As per RFP
55	Page 21, Section 16	21	Limitation of Liability	We suggest the modification, that "shall only be limited to and shall in no event exceed 12 months total project charges pertaining to the Term during which default has occurred."	As per RFP
56	18 Termination of Purchase Order/Contract:	22	IFTAS, by written notice, may terminate the contract in whole or in part, as per the under-noted reasons, at any time by giving 90 days prior notice in writing to the Bidder. The notice for termination shall specify the extent to which the contract is terminated, and the date from which such termination becomes effective.	We propose to amend the clause: IFTAS, by written notice, may terminate the contract in whole or in part, as per the under-noted reasons, at any time by giving 90 days prior notice in writing to the Bidder. The notice for termination shall specify the extent to which the contract is terminated, and the date from which such termination becomes effective provided if the Bidder had breached the terms of Tender and that breach has been rectified within the period of notice .	As per RFP

57	Page 22, Section 18	22	After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, IFTAS reserves the rights to get the remaining part of the contract executed by another party of its choice by giving one months' notice for the same. Under such circumstances, the selected Bidder (existing Bidder) will be meeting all the expenses incurred by IFTAS for the purpose.	Bidder does not agree to bear excess cost (wherever claimed under the RFP) for similar setup by third party in event of any termination by Bank. For any failure service credits will be paid.	As per RFP
58	Page 22, Section 18	22	IFTAS reserves the rights to recover any dues payable to the selected Bidder (existing Bidder) from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order. Work, Study Reports, documents, etc. prepared under this contract will become the property of IFTAS.	Bidder requests that any deduction on account of penalty / LD shall be after due reconciliation between the parties and should be restricted to this project only and should not extend to other arrangements.	As per RFP

59	Page 22-22, Section 18 Termination of Purchase Order/Contract	22	If deductions on account of penalties exceed more than 5% of the total contract price. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, IFTAS reserves the rights to get the remaining part of the contract executed by another party of its choice by giving one months' notice for the same. Under such circumstances, the selected Bidder (existing Bidder) will be meeting all the expenses incurred by IFTAS for the purpose.	IFTAS to remove the clause stating " If deductions on account of penalties exceed more than 5% of the total contract price" Also, In case of default the bidder will be provided a mutually agreed cure period of not less than 30 days to remedy the said default before providing ituce of termination.	As per RFP
60	Page 23, Section 20	23	Right to audit/inspection	Please specify the exact scope of audit.	Not applicable as its not a service
61	Page 25, Section 27	25	Indemnification	Bidder proposes that following clarification be added for this indemnity obligation: "The overall liability of the Supplier under the contract / RFP shall be limited to 12-months of charges collected by Supplier under the applicable order giving rise to such liability. Bidder shall in no event be liable for any indirect, consequential, special or punitive damages or for any loss of business, data, profit or goodwill. Further, in respect of service related matters, the sole liability of the Supplier and sole remedy of the Customer shall be limited to applicable credit allowance and / or right to terminate the affected portion of service"	As per RFP

62	Page 25, Section 27	25	The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself thereagainst. If IFTAS is required to pay compensation to a third party resulting from such infringement, if any, the Bidder shall be solely and fully responsible therefor, including providing for all expenses, and court and legal fees.	We suggest below modification to be done: 1.Such compensation will not be applicable for any remote & indirect loss or damage sustained. 2.Legal fees should be reasonable fees 3.With respect to all claims, Bidder/OEM shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of total project charges collected by Bidder pursuant to the applicable PO giving rise to the liability;	As per RFP
63	Page 25, Section 27	25	The Bidder shall also be liable to indemnify IFTAS, at its own cost and expenses, against all losses/damages, which IFTAS may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures, etc.	This should be mutual.	As per RFP
64	Page 26, Section 29 Disqualification Parameters in Bid Evaluation, Clause g	26	g) The commercial bid shall be submitted strictly as per the commercial bid format specified in the RFP. It shall be submitted in a separate sealed envelope. It shall be submitted in clear printed form. Handwritten bids, modification of the commercial bid format, if any, will lead to disqualification of the bid / Bidder.	IFTAS to clarify - how to enter rows and additional line item in commercial bid format if bids are liable to disqualify due to modification and alteration. This clause is contracting with given commercial bid format.	Refer Annexure - III: Commercial Bid Format

65	Page 26, Section 30, Clause b	26	The successful Bidder shall not, without IFTAS's prior written consent, disclose the Contract or any provision thereof, or any specification or information furnished by or on behalf of IFTAS in connection therewith, to any person other than a person employed by the Successful Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence against Non-disclosure agreements completed prior to disclosure and disclosure shall extend only so far, as may be necessary for the purposes of such contractual performance.	Bidder request permission be granted for sharing of CI with third party service providers in relation to this service	As per RFP
66	Annexure - II: Technical Specifications:9	32	The Solution should have capability to integrate with various security controls such as Microsoft Active Directory, SIEM, Vulnerability Management, PIM, ITIL tool etc.	Request to share the exact vendors details for each of the exsiting security tools deployed at iFtas. The exact vendor details will help us to check the integration and also give us visibility to propose better deployment approach for the solution.	Desktop & Laptop = 500 Other EndPoints = 500 Network Device OEM = Alcatel,Cisco & Juniper
67	Annexure - II: Technical Specifications:13	32	The Solution should be integrated with IFTAS Windows AD environment, SIEM, Firewall, Patching Solution, Antivirus and EDR.	Request to share the exact vendors details for each of the exsiting security tools deployed at iFtas. The exact vendor details will help us to check the integration and also give us visibility to propose better deployment approach for the solution.	Desktop & Laptop = 500 Other EndPoints = 500 Network Device OEM = Alcatel,Cisco & Juniper

68	Annexure II Tech Specs	32	10. The Solution should be implemented with latest security hardening standard and comply with security standards such as CIS Benchmark and OWASP.	CIS and OWASP standards are applicable for internet facing applications only. NAC is an internal system used for visibility and access control of internal endpoints, hence the mentioned standards are not applicable. However there are other certification that are of relevence for NAC solution, so please modify the clause as below - *The NAC Solution or NAC Solution's Operating system should be tested and certified for EAL 4 / NDPP (Network Device Protection Profile) / NDcPP (Network Device collaborative Protection Profile) or above under Common Criteria program for security related functions or under Indian Common Criteria certifications scheme (IC3S) by STQC, DEIT, Govt. of India.*	The Software provided by the bidder must be configured as per CIS hardening benchmark. If the provided solution has any webserver / web application module then it must be configured as per OWASP top-10 recommendation.
69	Annexure - II: Technical Specifications	32	The Solution should be implemented with latest security hardening standard and comply with security standards such as CIS Benchmark and OWASP.	Requesting to remove the OWASP Benchmark clause , this is generally for web application Vulnerablities. So requesting to remove OWASP Benchmark.	The Software provided by the bidder must be configured as per CIS hardening benchmark. If the provided solution has any webserver / web application module then it must be configured as per OWASP top-10 recommendation.
70	Annexure - II: Technical Specifications - point 10	32	The Solution should be implemented with latest security hardening standard and comply with security standards such as CIS Benchmark and OWASP.	OWASP is an online community that produces freely-available articles, methodologies, documentation, tools, and technologies in the field of web application security, Not sure what is expected in the NAC deployment. Request you to remove the OWASP point	The Software provided by the bidder must be configured as per CIS hardening benchmark. If the provided solution has any webserver / web application module then it must be configured as per OWASP top-10 recommendation.

71	Annexure - II: Technic	32	The Solution should be implemented with latest security hardening standard and comply with security standards such as CIS Benchmark and OWASP.	Please change this clause to "The Solution should be implemented with latest security hardening standard as per best practice." All OEMs are having there standard sets of tool to test and analysed NAC software by defferent type of Application Security Testing tool. They may not use CIS Benchmark and OWASP to certified the software code.	The Software provided by the bidder must be configured as per CIS hardening benchmark. If the provided solution has any webserver / web application module then it must be configured as per OWASP top-10 recommendation.
72	Annexure - II: Technic	32	The Solution should be implemented with latest security hardening standard and comply with security standards such as CIS Benchmark and OWASP.	Please change this clause to "The Solution should be implemented with latest security hardening standard as per best practice." All OEMs are having there standard sets of tool to test and analysed NAC software by defferent type of Application Security Testing tool. They may not use CIS Benchmark and OWASP to certified the software code.	The Software provided by the bidder must be configured as per CIS hardening benchmark. If the provided solution has any webserver / web application module then it must be configured as per OWASP top-10 recommendation.
73	Annexure - II: Technic	32	The Solution should be implemented with latest security hardening standard and comply with security standards such as CIS Benchmark and OWASP.	Please change this clause to "The Solution should be implemented with latest security hardening standard as per best practice." All OEMs are having there standard sets of tool to test and analysed NAC software by defferent type of Application Security Testing tool. They may not use CIS Benchmark and OWASP to certified the software code.	The Software provided by the bidder must be configured as per CIS hardening benchmark. If the provided solution has any webserver / web application module then it must be configured as per OWASP top-10 recommendation.

74	Annexure - II: Technic	32	The Solution should be implemented with latest security hardening standard and comply with security standards such as CIS Benchmark and OWASP.	Please change this clause to "The Solution should be implemented with latest security hardening standard as per best practice." All OEMs are having there standard sets of tool to test and analysed NAC software by defferent type of Application Security Testing tool. They may not use CIS Benchmark and OWASP to certified the software code.	The Software provided by the bidder must be configured as per CIS hardening benchmark. If the provided solution has any webserver / web application module then it must be configured as per OWASP top-10 recommendation.
75	Annex ll: Page 32	32	The Solution shall provide an easy-to-use BYOD ready granular secure access control which is context aware, identity enabled, location and device based. The proposed solution must combine Authentication, Authorization, and Accounting (AAA); Posture; Profiling; and Guest Access management services on to a single platform with a minimum endpoint footprint and supports the ability to be managed from a single management console.	Is there any local RADIUS server available in the network? If not then, will it be fine to have an additional management console for RADIUS server?	IFTAS has PIM/PAM.
76	Annex ll: Page 32, Clause 4	32	The Solution must have an instance running at Primary Datacentre and another at DR Datacentre site, the RTO of the solution shall be 30 Min	What will be the latency between DC & DR? The latency should not exceed more than 40-50ms.	The Link Latency is approx., 40~50 ms
77	Annex ll: Page 32 clause 5	32	The Solution must be an on-premises and use the IFTAS virtualization platform.	Request you to share the details about virtualization platform	Windows Hypervisor / Vmware
78	Annex ll: Page 32 Caluse 9	32	The Solution should have capability to integrate with various security controls such as Microsoft Active Directory, SIEM, Vulnerability Management, PIM, ITIL tool etc.	Pls shere the PIM & ITIL tool details,	ManageEngine - ITIL Application

79	Annex ll: Page 32	32	The Solution should be implemented with latest security hardening standard and comply with security standards such as CIS Benchmark and OWASP.	OWAPS is an online community which works in the field of web application security. OWAPS is not related to NAC solution. We request you to remove the OWAPS as compliance. CIS benchmark is widely utilized statement. Out of 18 CS benchmark not all the standerds related to NAC. Pls, suggest which all standards you would like to be followed.	The Software provided by the bidder must be configured as per CIS hardening benchmark. If the provided solution has any webserver / web application module then it must be configured as per OWASP top-10 recommendation.
80	Annex ll: Page 32 Caluse13	32	The Solution should be integrated with IFTAS Windows AD environment, SIEM, Firewall, Patching Solution, Antivirus and EDR.	Request you to share the detiails of existing solutions	AV /EDR - TrendMIcro and Checkpint Patching Solution - ManageEngine
81	Annex ll: Technical Sp	32	The Solution should be implemented with latest security hardening standard and comply with security standards such as CIS Benchmark and OWASP.	OWAPS is an online community which works in the field of web application security. OWAPS is not related to NAC solution. We request you to remove the OWAPS as compliance. CIS benchmark is widely utilized statement. Out of 18 CS benchmark not all the standerds related to NAC. Pls, suggest which all standards you would like to be followed.	The Software provided by the bidder must be configured as per CIS hardening benchmark. If the provided solution has any webserver / web application module then it must be configured as per OWASP top-10 recommendation.
82	Annexure - II: Technical Specifications	33	The proposed NAC solution must provide device inventory in CSV and PDF exportable format.	Requesting to change the clause as "The proposed NAC solution must provide device inventory in CSV or PDF exportable format. "	As per RFP

83	Annexure - II: Technical Specifications:30	34	The proposed NAC solution shall include the following key components: a) RADIUS server b) TACACS+ b) NAC client agents c) Policy Configuration Manager	Request to remove TACACS+ from the components list TACACS serves the functions: authentication, authorization and accounting (AAA) for network device configuration and administration. TACACS allows network administrators to log into switches and routers to configure and manage them. TACACS is not used to provide Network Access Control (NAC) for users and endpoints—including laptops, desktops, servers, mobile devices, BYOD, Guest, IoT—connecting to the network. TACACS does not provide endpoint visibility and control. NAC, on the other hand, is used for a different purpose: to authenticate and authorize users and endpoints for network access. Network device administration (TACACS) and user/endpoint network access (RADIUS/802.1X or non-802.1X approach) policies are very different in nature and are always administered separately, with different policy conditions and different actions/results. Best practices recommend that TACACS must be separate solution. Request you to add this point under TACACS+ Solution requirement/Scope	As per RFP
84	Annexure - II: Technical Specifications - point 35	34	The proposed NAC solution should integrate with multivendor Switches and Wireless Controllers to support enforcement actions such as Switch port Block, Assign to VLAN and Port ACL on non-compliant devices/unknown users.	Please share the list of switches, wireless controllers deployed at IFTAS (OEM, model no, version)	Network Device OEM = Alcatel,Cisco & Juniper
85	Annex ll: Page 34	34	The proposed NAC solution shall include the following key components: a) RADIUS server b) TACACS+ b) NAC client agents c) Policy Configuration Manager	TACACS is being used by some specific vendors, We request you to rephrase the requirement as: The proposed NAC solution shall include the following key components: a) RADIUS server OR TACACS+ b) NAC client agents c) Policy Configuration Manager	As per RFP

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86	Annex II: Page 34	34	The proposed NAC solution must support following credentials for authentication: a) User ID and password b) Digital certificates c) Combination of User ID and password and digital certificates	Do you have certificate server in the network for cert based authentication?	NO we don't have any certificate server for authenticarion
87	Annexure - II: Technical Specifications:43	35	Solution should support TACACS+ to simplify device administration and 46 enhance security through flexible, granular control of access to network devices	request to remove this point from Technical Specification	As per RFP
88	Annexure - II: Technical Specifications:52	35	The solution must keep the logs and reports of last 1 Years in the system.	Request to change the point to "Solution must keep the logs and reports of last 1 Years in the system or integrate with SIEM/Syslog to forward all the required logs." NAC solution maintain realtime endpoints inventory & solution can share the required logs to syslog/SIEM in real time.	As per RFP
89	Annexure - II: Technical Specifications - point 52	35	The solution must keep the logs and reports of last 1 Years in the system.	Our understanding is IFTAS will provide the storage and backup for log retention for 1 year	The Bidder shall list the pre-requisite of Compute, Storage, Standard Operating System, and Database which will be provided by IFTAS to run the Solution.
90	Annexure - II: Technic	35	The proposed NAC solution should support remote agent installation.	Please change this clause to "The proposed NAC solution should integrate with SCCM or AD or other tool to support remote agent installation." Organisations used group based policy to push any software on endpoint using Windows active directory or some other directory tool to push the required software to domain user.	The Proposed solution shall support dissolvable agent

91	Annexure - II: Technic	35	Solution should have in-built AI/ML feature to improve the detection and classification capabilities	Please remove this point or make it optional. NAC solution works on Signature and all the latest signature will be downloaded from OEM website and update the NAC platform with latest signature. OEM will send the signature update through email notification and also NAC solution will have option to download the code directly from OEM servers. AI/ML capability is not required for detection and classification.	The Proposed Solution Should have the feature of Auto update of signature files from Iftas internal AV/ Patch Server.
92	Annexure - II: Technic	35	The solution must keep the logs and reports of last 1 Years in the system.	Please change this clause to "The solution must keep the logs and reports of last 30 days in the system." Active Log will there in NAC appliance for 30 days as per best practice recommendation so that NAC performance will not hamper due to log files store in the NAC appliance. After 30 Days log will be push to external FTP server for future analysis.	As per RFP

93	Annexure - II: Technic	35	The proposed NAC solution should support remote agent installation.	Please change this clause to "The proposed NAC solution should integrate with SCCM or AD or other tool to support remote agent installation." Organisations used group based policy to push any software on endpoint using Windows active directory or some other directory tool to push the required software to domain user.	The Proposed solution shall support dissolvable agent
94	Annexure - II: Technic	35	Solution should have in-built AI/ML feature to improve the detection and classification capabilities	Please remove this point or make it optional. NAC solution works on Signature and all the latest signature will be downloaded from OEM website and update the NAC platform with latest signature. OEM will send the signature update through email notification and also NAC solution will have option to download the code directly from OEM servers. AI/ML capability is not required for detection and classification.	As per RFP

95	Annexure - II: Technic	35	The solution must keep the logs and reports of last 1 Years in the system.	Please change this clause to "The solution must keep the logs and reports of last 30 days in the system." Active Log will there in NAC appliance for 30 days as per best practice recommendation so that NAC performance will not hamper due to log files store in the NAC appliance. After 30 Days log will be push to external FTP server for future analysis.	As per RFP
96	Annexure - II: Technic	35	The proposed NAC solution should support remote agent installation.	Please change this clause to "The proposed NAC solution should integrate with SCCM or AD or other tool to support remote agent installation." Organisations used group based policy to push any software on endpoint using Windows active directory or some other directory tool to push the required software to domain user.	The Proposed solution shall support dissolvable agent

97	Annexure - II: Technic	35	Solution should have in-built AI/ML feature to improve the detection and classification capabilities	Please remove this point or make it optional. NAC solution works on Signature and all the latest signature will be downloaded from OEM website and update the NAC platform with latest signature. OEM will send the signature update through email notification and also NAC solution will have option to download the code directly from OEM servers. AI/ML capability is not required for detection and classification.	As per RFP
98	Annexure - II: Technic	35	The solution must keep the logs and reports of last 1 Years in the system.	Please change this clause to "The solution must keep the logs and reports of last 30 days in the system." Active Log will there in NAC appliance for 30 days as per best practice recommendation so that NAC performance will not hamper due to log files store in the NAC appliance. After 30 Days log will be push to external FTP server for future analysis.	As per RFP

99	Annexure - II: Technic	35	The proposed NAC solution should support remote agent installation.	Please change this clause to "The proposed NAC solution should integrate with SCCM or AD or other tool to support remote agent installation." Organisations used group based policy to push any software on endpoint using Windows active directory or some other directory tool to push the required software to domain user.	
100	Annexure - II: Technic	35	Solution should have in-built AI/ML feature to improve the detection and classification capabilities	Please remove this point or make it optional. NAC solution works on Signature and all the latest signature will be downloaded from OEM website and update the NAC platform with latest signature. OEM will send the signature update through email notification and also NAC solution will have option to download the code directly from OEM servers. AI/ML capability is not required for detection and classification.	As per RFP

101	Annexure - II: Technic	35	The solution must keep the logs and reports of last 1 Years in the system.	Please change this clause to "The solution must keep the logs and reports of last 30 days in the system." Active Log will there in NAC appliance for 30 days as per best practice recommendation so that NAC performance will not hamper due to log files store in the NAC appliance. After 30 Days log will be push to external FTP server for future analysis.	As per RFP
102	Annex ll: Page 35	35	Solution should support TACACS+ to simplify device administration and enhance security through flexible, granular control of access to network devices	How many devices do you have in the networks for TACACS+ integration.	Approximatly 100 Device
103	Annexure - II: Technic	36	Solution should have built-in reporting feature and must have option to generate custom reports as per IFTAS requirement (Like Executive report, Compliance Report, detection life cycle report, Top 10 reports for various category and Health reports etc.)	Please change this clause to "Solution should have built-in reporting feature and must have option to generate different type of reports as per IFTAS requirement (Compliance Report, Top 10 reports for various category and Health reports etc.)." There is no definition or standard for Executive report, detection life cycle report.	As per RFP
104	Annexure - II: Technic	36	Solution should have built-in reporting feature and must have option to generate custom reports as per IFTAS requirement (Like Executive report, Compliance Report, detection life cycle report, Top 10 reports for various category and Health reports etc.)	Please change this clause to "Solution should have built-in reporting feature and must have option to generate different type of reports as per IFTAS requirement (Compliance Report, Top 10 reports for various category and Health reports etc.)." There is no definition or standard for Executive report, detection life cycle report.	As per RFP

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105	Annexure - II: Technic	36	Solution should have built-in reporting feature and must have option to generate custom reports as per IFTAS requirement (Like Executive report, Compliance Report, detection life cycle report, Top 10 reports for various category and Health reports etc.)	Please change this clause to "Solution should have built-in reporting feature and must have option to generate different type of reports as per IFTAS requirement (Compliance Report, Top 10 reports for various category and Health reports etc.)." There is no definition or standard for Executive report, detection life cycle report.	As per RFP
106	Annexure - II: Technic	36	Solution should have built-in reporting feature and must have option to generate custom reports as per IFTAS requirement (Like Executive report, Compliance Report, detection life cycle report, Top 10 reports for various category and Health reports etc.)	Please change this clause to "Solution should have built-in reporting feature and must have option to generate different type of reports as per IFTAS requirement (Compliance Report, Top 10 reports for various category and Health reports etc.)." There is no definition or standard for Executive report, detection life cycle report.	As per RFP
107	Annexure - VI: Bidder’s Guarantee Certificate	43	Annexure - VI: Bidder’s Guarantee Certificate	Request IFTAS to consider the " Warranty " inplace of "Guarantee" as OEM's provide only the warranty support for these products.	As per RFP

108	Page 45, Annexure VIII	45	Non Disclosure Agreement	1.The NDA from IFTAS is one-way, protecting only the confidential information shared by IFTAS. Any information disclosed by Bidder/OEM will not be considered confidential information under the NDA. -We propose a mutual NDA so that any technical, commercial/pricing information, etc. that we disclose in the course of the RFP is kept confidential and protected under the terms of the NDA. 2.The NDA will survive in perpetuity unless and to the extent TC is released in writing by IFTAS, i.e., Bidder/OEM obligations under the NDA will continue for an indefinite period if IFTAS does not release Bidder/OEM from obligations in writing. -We propose a fixed term of 2 years and a confidentiality period of 3 years from the date of termination or expiration of the NDA.	As per RFP
109	Annexure - IX: Response from OEM through Bidder	47	S.No. 9 - Number of certified engineers giving technical support for the product in India	Request to change the point to "If OEM has 24*7 product support for India" OEM will not be able to provide exact count on his letter head.	As per RFP
110	Annexure - VIII: Non-Disclosure Agreement	47	8. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.	We propsoe to amend the clause: 8. This Agreement shall continue for a period of 3 years post successfull completion of the tender	As per RFP
111	Annexure - XI: OEM Undertaking	49	Further, we undertake that in the event the Bidder fails to supply / install / implement / operate / support in any circumstances, OEM(s) shall take the responsibility of handling the issue directly and OEM(s) shall comply with the all the terms and condition applicable under this RFP.	Request you to amend the clause as "Further, we undertake that in the event the Bidder fails to supply / install / implement / operate / support in any circumstances, OEM(s) shall arrange other certified Partner to take the responsibility of handling the issue directly and OEM(s)/Bidder shall comply with the all the terms and condition applicable under this RFP." All the OEM has partner network for services.	As per RFP

112		Additional	Critical Point need to be Added in the Annexure - II: Technical Specifications	iFtas must have ~30-40% IOT devices which will not support traditional authentication method (such as Radius/Dot1X). It is not a good idea to only depend on MAC address whitelist. This is a bad practice since it does not guard against MAC spoofing and other aspects such as hardware changes. Also MAC address repository should be uptodate at any point in time to meet security aspect. Request you Add below Points - Solution should provide visibility of all IP addressable devices including IP Phone, IP Camera , IP Printers , IP Scanners , ATM etc. - IoT (IP Printer , IP Scanner , IP Phone , IP camera etc) Risk Assessment : The solution should be able to identify all network devices such as IOT's devices using factory default or Weak/common credentials for SNMP/SSH/TELNET.	Bidder to propose appropriate Solution
113		Additional	Critical Point need to be Added in the Annexure - II: Technical Specifications	"The NAC solution should support agentless mode to achieve all feature & functionality as per Annexure D.3: Network Access Control (NAC) – Functional Requirement in the RFP." It is important to have all the option & help for faster deployment & flexibility to choose the option as require based on type of devices where agent option is not feasible.	Bidder to propose appropriate Solution
114		Additional	Critical Point need to be Added in the Annexure - II: Technical Specifications	NAC solution must support out of box monitoring dashboard for all NAC appliances like CPU load , Device HDD , Device managed endpoints , Total Memory , Appliance traffic etc	Bidder to propose appropriate Solution
115		Additional	Critical Point need to be Added in the Annexure - II: Technical Specifications	For Incident response NAC solution must support out of box policy template to identify known Vulnerabilities like Petya , Badrabbit , Ripple20 , WannaCry , IOT Repeater , AMNESIA:33 etc.	Bidder to propose appropriate Solution

116		Additional	Critical Point need to be Added in the Annexure - II: Technical Specifications	For NAC Project Auto-Remediation is one of the important parameter to reduce the manual operational task. "Solution must support multiple auto-remediation methods like kill the blacklisted process on Windows , Kill blacklisted process on Macintosh , Kill blacklisted process on Linux , Scan for known IOC's , Start Antivirus on Windows , Update the Antivirus on Windows , Start Windows Updates , Start Macintosh update etc without having a NAC agent on the endpoints" iFtas is looking for Auto-Remediation? Kindly Confirm	Bidder to propose appropriate Solution
117		Additional	Critical Point need to be Added in the Annexure - II: Technical Specifications	For NAC Project Auto-Remediation is one of the important parameter to reduce the manual operational task."Solution must support multiple auto-remediation methods on Vmware vSpehere like Power On Virtual machine , Power-Off Virtual machine , Reboot Virtual machine , Suspend Virtual machine , Install/Upgrade VM tool based on policy" iFtas is looking for Auto-Remediation? Kindly Confirm	Bidder to propose appropriate Solution
118		Additional	Critical Point need to be Added in the Annexure - II: Technical Specifications	Solution must support various controls based on compliance requirement like Move to Quarantine VLAN , endpoint/Port ACL , Switch Port block , WLAN role change , WLAN block etc via SNMP , CLI based integration with Switches & WLC.	Bidder to propose appropriate Solution
119		Additional	Additional	Share Total number of network devices, headless and headed both (Switches , Router , Access Point, Printer etc.) Information gathering for license structure.	Bidder to propose appropriate Solution
120		Additional		The solution should support guest users onboarding through social media login to simplify the registration process	Bidder to propose appropriate Solution
121		Additional		The Solution should support complete guest lifecycle where Sponsor should be able to Extend,Suspend and reinstate guest accounts with reasons.	Bidder to propose appropriate Solution

122		Additional		Provides a wide range of access control mechanisms, including downloadable access control lists (dACLs), VLAN assignments, URL redirect, and Security Group Access (SGA) tagging.	Bidder to propose appropriate Solution
123		Additional		Solution should support automatic provisioning of NAC agents	Bidder to propose appropriate Solution
124		Additional		The NAC solution should be standard RADIUS server with built-in certificate authority	Bidder to propose appropriate Solution
125		Additional		Solution and its various features should not have any licensing restriction on number of users, number of Vlan, zones, number of policies, number of appliances, other network parameters, number of equipment / servers etc as per the RFP specification.	Bidder to propose appropriate Solution
126		Additional		Solution should support detecting Endpoint anomaly behavior for example - a device MAC address earlier seen on Wired Network next moment or later seen on Wireless network etc.	Bidder to propose appropriate Solution
127		Additional		The solution must have capabality to hide agent to prevent the user from exiting the agent.	Bidder to propose appropriate Solution
128		Additional		The Solution must have Unified Agent for VPN Posture and 802.1x authentication.	Bidder to propose appropriate Solution
129		Additional		The Solution should Support Guest portal Customization capablities without any additional license or support cost.	Bidder to propose appropriate Solution
130		Additional		Solution must support native integration with Software Defined Solutions for consistent and automated policy deployment.	Bidder to propose appropriate Solution
131		Additional		Solution must support provisioning of supplicants on BYOD without need of MDM Solution.	Bidder to propose appropriate Solution
132		Additional		Solution should Support RFC 8600 (Px-Grid) for integrating with leading known Firewall vendors to collect and distribute security events across platforms.	Bidder to propose appropriate Solution
133		Additional		Solution must support native integration with NBAD/NDR solutions.	Bidder to propose appropriate Solution
134		Additional		Proposed NAC solution should be scalable to support upto 10,000 concurrent sessions	Bidder to propose appropriate Solution

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135		Additional		Solution should provide an in-built capability to validate users with Time based OTP to prevent illegitimate access due to credential misuse or theft	Bidder to propose appropriate Solution
136		Additional		Solution should provide in-built Radius and Tacacs+ function to control and audit device administrative access to network devices	Bidder to propose appropriate Solution
137		Additional		Solution should have following UEBA capability - a.Solution should be capable to detect connection anomaly and trigger adaptive authentication with another authentication source b.Solution should have feature to detect Domain Generation Algorithm (DGA) traffic to identify CnC communication c.Solution should be capable to detect IoT anomaly and MAC spoofing attempt	Bidder to propose appropriate Solution
138		Additional		Solution should be capable to provide centralized visibility of remote networks without dependency on SPAN/Mirror port traffic and scale to a distributed architecture when needed for additional performance	Bidder to propose appropriate Solution
139		Additional		Solution should support bi-directional integration for security orchestration with leading NGFW such as Palo Alto, Fortinet, Checkpoint, Juniper, etc and SIEM such as Splunk and Qradar. An all inclusive licensing should be provided for security ecosystem integration without need of additional modules	Bidder to propose appropriate Solution
140		Additional		Solution should support automatic remediation of noncompliant endpoints by updating security software applications (like Antivirus, Patch management, Killing of processes, Registry Update etc) that do not comply to corporate security policies.	Bidder to propose appropriate Solution

141	Scope of work -Point C	10	The Solution shall be for 1000 Endpoint devices (Desktop, Laptop, Printer, and other endpoint devices with IP addresses), Which shall be scalable to 2000 devices as per IFTAS requirements	Request You to kindly share number location where theses end points are scattered across	Two Locations
142	Scope of work- Point G	11	The solution shall be integrated with existing Anti-virus, EDR, Windows AD environment, Patching Solution and SIEM solution.	Request you to share details about all these solutions .Also share switching infra details as well. This is to understand compatibility while designing NAC solution	AV /EDR - TrendMIcro and Checkpint Patching Solution - ManageEngine Desktop & Laptop = 500 Other EndPoints = 500 Network Device OEM = Alcatel,Cisco & Juniper
143	Eligibility Criteria - point 4	12	Bidder shall have implementation experience minimum 3 similar solutions with at least one BFSI/PSU customer is preferred.	Request to consider Enterprises -Private sector customers as well	As per RFP
144	Project Milestones Implementation of complete solution	11	2 to 4 week after delivery	Request to increase it to 6 to 8 weeks This request is due to integration with other components which involves lot of dependencies and hence extended time	As per RFP
145	Payment Terms and Conditions	20	Hardware / Software and Licenses 40% payment After delivery of hardware / software and licenses and 60% payment After successful implementation, configuration, and User Acceptance Test	Request you to change it to 100 % delivery of f hardware / software and licenses. As there is separate implementation cost IFTAS has asked which will releases only after successful implementation	As per RFP
146	Annexure - II: Technical Specifications	32	Microsoft Active Directory, SIEM, Vulnerability Management, PIM, ITIL tool	Please let us know the existing SIEM, Vulnerability Management, PIM, ITIL tool details. Also need to know the exact end results of the integratiuon with these tools. We need to confirm if our solution has integration with these tools and also understand the detailed expected end result of these integratins	ITIL Tool is from Manageengine

147	Annexure - II: Technical Specifications	32	The Solution should be integrated with IFTAS Windows AD environment, SIEM, Firewall, Patching Solution, Antivirus and EDR.	Please let us know the existing Firewall, Patching Solution, Antivirus and EDR. We need to confirm if our solution has integration with these tools	AV /EDR - TrendMIcro and Checkpint Patching Solution - ManageEngine
148	Generic Query			Need to know the access Switches details to check if they are NAC Supported Need to know if the switches support change Authorization request,	Network Device OEM = Alcatel,Cisco & Juniper